



OUTPATIENT CLINIC APPOINTMENTS

Patient Information and Responsibilities

This Fact Sheet has been developed to help you understand your responsibilities in managing your outpatient care and to help you prepare for your appointment.

ATTENDING YOUR APPOINTMENT

Please arrive at the Outpatients Department or GP Plus site 15 minutes prior to your designated appointment time. Our staff always strive to see patients within reasonable timeframes, however, please be aware that in a busy hospital environment, circumstances may arise that cause delays.

Due to the equipment used in the Outpatient department, it is recommended that patients attending with children supervise them at all times. It is also recommended, that due to restricted space in the consulting rooms and waiting areas that patients limit how many support people are brought with them to their appointment.

APPOINTMENT BOOKINGS

- Most outpatient appointments are scheduled by sending you an SMS or letter inviting you to ring and make a mutually agreeable appointment date and time. Sometimes you will be contacted via phone to book your appointment directly.
- You will then receive an SMS via your mobile phone or a letter containing details of your booked appointment time and date.
- Clinic appointments are limited. If you are unable to attend your designated appointment, please contact the Outpatients Department or GP Plus clinic indicated on your appointment letter/SMS to reschedule.
- Staff will try to reschedule your appointment for a more convenient time, but please be aware that due to high demand, your appointment may be delayed further.

WHAT HAPPENS IF YOU DO NOT ATTEND YOUR APPOINTMENT?

If you do not attend your scheduled appointment:

- Your appointment may be rescheduled – but most likely for a much later date and time,
- or
- Your appointment may be cancelled. If this is the case, you will be required to provide us with a new referral letter from your GP and you will be placed at the end of the booking queue.
 - You and your referring GP will be informed of your non-attendance.

It is your responsibility to advise the Outpatients Department or GP Plus clinic if you are unable to attend your appointment, with reasonable notice.





In cases of genuine hardship, misunderstandings and unavoidable circumstances, we will try to be as accommodating as possible.

Please be conscientious about attending your appointment on time or advising us if you are unable to attend.

Non-attendance affects our department by:

- Contributing to long waiting lists – another patient could have used your appointment time.
- Causing a loss in productive time for visiting medical specialists and nursing staff, who also have responsibilities to other departments in the hospitals and GP Plus clinics.

PREPARING FOR YOUR APPOINTMENT

To ensure your appointment runs smoothly and with as little delay as possible, please ensure you bring the following items with you (where applicable):

- X-rays you have that are relevant to your problem.
- Any test results you may have relevant to your problem.
- Forms sent for you to complete prior to your appointment.
- If you have been specifically requested to have certain tests undertaken, please ensure these have been completed prior to your scheduled appointment date/time.
- Any Advance Care Directive, Anticipatory Directives, Enduring Power of Guardianship, Medical Power of Attorney, Guardianship Board Order (Adult), Guardianship of the Minister (Minor), Statement of Choices, Facility Form or Good Palliative Care Plan/ Order, Ulysses Agreement.

On the day of your appointment, please go to the appropriate Outpatients Department or GP Plus reception area, as described in your appointment booking confirmation.

SMS COMMUNICATION

The outpatient department is focusing on sustainability by reducing the number of letters it sends out. We will now be communicating information about your appointments via SMS to your mobile phone.

You will be able to cancel your appointment via SMS if needed. You will also be able to update your details and complete any required questionnaires before you arrive for your appointment.

When clicking on links from your SMS you will be asked to confirm your identity by entering your surname and date of birth as an extra security measure.

BE AWARE OF SCAMS - All SMS messages will come as a non-reply message from SA Health. You will never be asked to share financial information such as your credit card details or be asked to transfer money in any form when you receive these messages.





GENERAL INFORMATION

Medical Staff - Both the Lyell McEwin and Modbury hospitals are public teaching hospitals. Your appointment may be booked for a particular consultant clinic; however, you may be seen by another member of their medical team under the supervision of the consultant.

Transport - Several community services are available for local transport such as the Northern Community Passenger Network, Red Cross Transport and your local Council. Please contact them directly to make enquiries.

Car Parking - Please give yourself adequate time to find a car park as spaces are limited. Hourly fees may be payable for on-site car parking. If applicable, you can pay for your parking at the pay stations located near the entrance to the car parking areas.

The information in this handout is intended to support discussions with your doctor or health care professional, not replace it. The author accepts no responsibility for any inaccuracies, information perceived as misleading, or the success of any treatment regime detailed.

FOR MORE INFORMATION:

NALHN OUTPATIENT DEPARTMENTS

Lyell McEwin Hospital (Haydown Road, Elizabeth Vale 5112)
Phone: 8282 0255

Modbury Hospital (Smart Road, Modbury 5092)
Phone: 8161 2262

GP Plus Elizabeth (16 Playford Blvd, Elizabeth 5112)
Phone: 7485 4000

GP Plus Super Clinic Modbury (77 Smart Road, Modbury 5092)
Phone: 7425 8700

GP Plus Super Clinic Gilles Plains (1 Gilles Cres, Hillcrest 5086)
Phone: 7425 8990

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This document has been reviewed and endorsed by the NALHN Health Literacy Working Group

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